☐ Policy Clarification ☐ Q&A ☑ Other

Number: WIN - 0010
Date: December 9, 2011
Expiration Date: N/A

TO: Workforce Development System Partners

FROM: Scott Wheeler

SUBJECT: Chart of Services Process Changes

Purpose:
WorkSource Standards and Integration Division (WSID) is making changes to the Chart of Services. These changes include:

- New process for creating services
- Re-titling the Chart of Services to Services Catalog to appropriately reflect the increased level of information that will be available for each service
- New service review process that will be used to evaluate services.

Additionally, WSID will begin conversations with the Workforce Development Areas (WDAs) regarding the management of local services to ensure consistency for service creation, maintenance, and data integrity.

Action Required:
This WIN is for informational purposes only. Any actions required to implement the new processes outlined in this WIN will be specified in additional communications.

Summary:
The Services Catalog (formerly titled the Chart of Services) provides WorkSource staff with a list of services that can be used to serve job seekers. These services are also the source data for performance and outcome measurement.

WSID is implementing changes to the Services Catalog to improve the functionality and maintenance of the entire service system. The Catalog will be administered to provide the appropriate level of information so staff, managers, and administrators can make decisions that add the most value to the job seeker. Decisions to activate, amend, or deactivate individual services will take into consideration the system's entire informational needs. To the extent possible, the Services Catalog will be limited to activities that provide direct service to the job seeker. Services used for administrative, tracking, or follow-up purposes will be replaced by alternatives when feasible.

The process changes to the Services Catalog cover four areas: service creation, the information in

the Services Catalog, service review, and local services.

Process Changes:
Service Creation
Users will request new services by completing an online form available on *Inside Skies.* Upon receiving the request, System Performance staff will conduct a detailed analysis of the request. This analysis will include consideration of alternatives to creating a new service. System Performance staff will write a brief that details the service request and analyzes the implementation options. A standing group of Power Users and stakeholders will review the analysis and provide input. After the review period, System Performance will use the analysis and input to make a final decision on the new service request.

Services Catalog
The current Chart of Services will be re-titled Services Catalog. The new Services Catalog will build upon the information currently contained in the chart to include additional details. These additional details will better enable staff to select the appropriate service for the job seeker – improving data integrity and outcome measurement. System Performance staff will also utilize the greater detail in conducting the periodic service reviews.

In addition to having greater detail for each active statewide service, the Services Catalog will include similar information for local services. The information for local services will be developed by local staff based on the template established for statewide services.

Service Review
Services within the Services Catalog will be reviewed on a periodic basis by System Performance staff. The review will analyze the service over a range of areas, including the number of times it was used, the distribution of its use across areas, and applicability to current policy direction. For services that were created as a substitute for procedural or technological limitations, the review will analyze if the conditions have changed sufficiently to make the non-service alternative feasible.

Based on the analysis, System Performance staff will make a recommendation for the service. The analysis and recommendation will be made available for stakeholder review on the WSID website. For services recommended to be deactivated or amended, notice of the recommendation and opportunity for comment will be provided through an electronic distribution list. Final decision on continuing, amending, or deactivating the service will be made by System Performance.

Service reviews can also be requested through the online form on Inside SKIES.

Local Services
In addition to the Services Catalog process changes, System Performance will facilitate conversations with WDCs to better manage local services. As local services have an impact on data integrity, database management, and performance measurement, System Performance will work with WDC staff to ensure local services are functioning efficiently within the broader service universe.

<u>Website</u>:
System Performance Website
http://www.wa.gov/esd/1stop/system_performance/default.htm

Add/Change SKIES Service Request Form:
http://worksourceforms.wa.gov/SKIES_services/default.htm

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